

QUALITY COUNCIL MINUTES
SEPTEMBER 30, 1997

received
10/6/97

Present: Bill Aldridge, Shirley Johnson, Jim Jolly, Joyce Jolly, Johnny Parker, John Speights, Shirley Spencer, Katherine Williams

Absent: Randy Jarrell, Janice Oswalt, Rick Rogers

(Meetings are being held in Room Number 30-046, third floor, New Campus.)

Begin Meeting

1. Welcome and Affirm Minutes
 - a. Shirley Johnson called the meeting to order at 3:30
 - b. The minutes of the September 23rd meeting were affirmed as written.

SI Team Activity

2. Reaffirm PIF Process
 - a. Recently, we have gone through quite a few transitions and changes, but now that we are almost settled in the new campus, we need to revisit the status of the PIFs. Some of our 'customers; have complained about not hearing any feedback about their PIFs. Contacting the customers should be our paramount concern. Some teams are good about follow up, but others are not. Johnny Parker suggested that the teams need some system in place to maintain contact with the PIFFER until the PIF is completed. Shirley Spencer reported that SIT#1 records PIF progress in the minutes. J.P. further suggested that SITs set up time limits for recalling customers, like every 60 days. Sometimes contact is as important as the resolution of a PIF.
 - b. Johnny reported that the PIF feedback form is not working; he is receiving no feedback from the teams. Joyce suggested that the teams might appoint one member on each team to be responsible for reporting to Johnny at designated times. Then if J. P. received no report from a team by their deadline, he would have a specific person to contact. Bill Aldridge, arriving a bit late, was reminded by J. P to contact Don Rainer about a couple of his PIFs about which he was concerned.

Regarding the feedback form, Jim observed that some teams could report no feedback because they could not get any action from the shareholders. For example, SIT#4 received several PIFs about a personnel directory. After receiving employee data from Omar and turning it over to the Personnel Office, no further response was forthcoming. Jim said now he understood that the floppy disk containing the personnel information had been given to Ronald Range. But still no action has taken place nor any communication from Personnel Office or from Ronald Range. Johnny observed that in situations such as these, the Quality Council needed to step in and help the teams move the PIFs along; therefore, J. P. suggested that he and Jim meet about the directory issue. According to a military formula, the personnel office is understaffed. But, as Jim observed, so are most departments and divisions. Putting together a directory could very well be done by a work-study student.

3. SI Team Representatives Reports

SITeams 1, 3, and 4 are meeting tomorrow.
SIT#5 met yesterday and aired some concerns, but did not get to any of the PIFs.

Self-Study Update

4. Quality Council (Self-Study Criteria)
 - a. We will review *Criteria* at our next meeting. Insufficient time today.
 - b. Johnny reported that last week's visioning meeting was canceled not only because of the Danville visitors but because J. P. and Dr. Spring decided we were not ready to start

thinking about visioning yet. We need to do more work on compliance issues before we start visioning; we need to know where we are before we start talking about where we want to go. As Jim Jolly mentioned, our vision in some areas may be to get in compliance. Therefore, J. P. and Dr. Spring are recommending that the visioning workshop be delayed until early in the spring semester after most of the work on the **must** statements was finished. That way we would end the self-study process on an upbeat focus on the future rather than the past. The QC agreed with their recommendation. J. P. observed that now we need to get the word out. It should be reported at the faculty meeting scheduled for Monday, October 6.

- c. At that same faculty meeting, Judy Johnson and Ken Christian will report and answer questions about the book store/mail room services, text book ordering, copy center, what items faculty would like to see stocked in the book store, etc.

5. Compliance Team Feedback

J. P. observed that the SITeams need to establish rapport with the Compliance Groups under their supervision so they can monitor their progress. SITs need to make sure that all members of Compliance Groups know their assignment and responsibilities. For example, Kim Inman, leader of SIT#1, sent form letters to each compliance group member indicating to which group each belonged, the name of the group leader, the names of the other members, and the part of the *Criteria* for which each group was responsible.

Old Business

6. Feedback from Danville Visit

Johnny reported that he put on the plane a tired but happy group of people. They appreciated:

- a. the openness of our responses, which solidified our credibility with them;
- b. the Cypress Inn, the Bear Bryant Museum (they had ex-Coach Griska as personal escort who entertained them with lots of inside stories about the Bear);
- c. good information they received from their professional counterparts;
- d. hearing about and were impressed by our tactic of replacing our committee structure with TEAMS rather than super imposing Teams on existing committees, which was unsuccessful for them;
- e. the Mercedes Benz tour and were surprised and impressed to discover that much of technology in their teaching labs was the same as in Shelton's technical and CAP shops; they wondered why MB was competing by teaching some of the same courses that could be taught at Shelton;
- f. hearing about the Mercedes Benz one team concept.

Danville has set aside \$50,000 to support travel, consultants, etc., to do bench marking. J. P. said we should be proud that we attracted the attention of a school as far away from us as Illinois. QC members thanked Johnny for his work in planning their visit and taking care of them while they were here.

New Business

7. Quality Communication

We need to help improve communication at the college. As QC members, we should conscientiously try to raise the positive attitude of communication we hear. For example, when budgets came out last week, the budget cuts astonished some people; they demanded to know who did the cutting and began to make guessing accusations. It has been rumored that utility costs are running way over projected costs. As in the budget cuts case, it does no good to complain and blame. Instead, we as the QC should be the flag bearers for quality at all levels and respond positively to rumors. We need to spend our time thinking about alternative solutions to problem situations.

Grounding/Adjournment

No time for grounding today. Meeting was adjourned at 5:00 p.m.